

**Service Planning Area 3
County of Los Angeles – Department of Mental Health
Quality Improvement Committee**

**Meeting Minutes
November 17, 2010**

Attendance

Misty Allen	Paula Randle	Stella Tam
Gloria Santos	Jason Hatakeyama	Nancy Gilbert
Makan Emadi	Nancy Uberto	Leah Dinsay
Catherine Weatherspoon	Steonee Raynor	Denise Lee
Helena Ditko	M. (illegible) Martin	Claudia Williams
Leah Merjil	Windy Luna-Perez	Linda Pry
Leslie Shrager	Melody Taylor-Stark	Judy Law
Julia Soler	Gassia Ekizian	Kenneth Lyn
Veronica McClendon	Toni Aikins	Stephanie Sullivan
Rose K. (illegible)	Rosalinda (illegible)	Elizabeth Owens
Trinity Representative (illegible)		

Welcome and Introductions

All members introduced themselves and Seth welcomed and thanked everyone for coming.

Jennifer Eberle completed the Assessment Training completed on November 16th.

Announcement regarding the roof construction taking place due to loud noise.

Minutes:

- ❖ Minutes from the September 15, 2010, QIC have not been approved. Jennifer Eberle will review and approve minutes before they are posted online.
- ❖ Some members' names were left out due to illegible handwriting
- ❖ No content changes to the September meeting

Introductions

Quality Improvement

- ❖ Parameter 2.9: Access to Mental Health Services

- Need to make sure front desk staff handles discharges correctly. If scheduling clients is challenging, managers should be involved in problem-solving.
- Delays in scheduling clients could affect suicidal rates. Make sure staff is trained to know how to handle those situations.
- Assessment shall be provided within 7 days – how comfortable are agency's with this requirement?
 - Response 48 – 72 hours is appropriate
 - Able to access the post hospital report and track for agency
 - For some programs it's different – with FSP programs it is specific
 - Policy came out in October
 - Make sure Directors are aware of this protocol
- ❖ Parameters for use of Psychotropic
 - Seth emailed this out to members this morning
 - Details on indicators and dosage; adverse affects
 - Make sure psychiatrists working on site are aware of document
 - Contact Melody and Seth for any questions
- ❖ Cultural Competency
 - Different types of documents like Consent to treat are being translated into the Threshold languages.
 - Do agencies wait for the LAC-DMH documents to be translated into threshold languages, rather than translating them on their own? Yes. DMH is handling this issue.

Quality Assurance

- ❖ Three New Policies
 - Non-Open Protected
 - Reviews how to handle PHI for individual that do not become clients; paperwork that was done but they do not become clients.
 - Per HIPAA, should have the same level of protection as charts - this information should be protected and treated as if the individual was a client.
 - Directly Operated Clinics must follow DMH guidelines.
 - Contract Providers must develop clinically appropriate procedures.
 - Policy is 202.38 (Non Protected)
 - Some agency's store documents for 3 years.
 - Children over 12 – 7 years
 - Children over 13 year until their 21st birthday – for non open files
- ❖ Clinical Correspondence Concern
 - Responding to requests for clients or on behalf of clients
 - Didn't want letters addressed "To Whom It May Concern"

- Not being able to provide process and letters for closed episode. If you do a progress report or letter, you would have to open up an episode.
 - If you do get a report, better to send an actual record.
 - Policy 202.39
 - Directly Operated clinics must adhere to DMH guidelines.
 - Contractors should establish their own clinically appropriate protocols.
- ❖ Triage Policy 202.40
- Triage definition
 - Directly Operated clinics must implement policy.
 - Forms available on line
 - Contractors is optional – must have some kind of Triage in place.
 - Child Mental Health Triage
 - Effective date 10/15/2010
 - Training for Triage was mandated for directly operated clinics.

Other Issues

Trainings

Members were encouraged to email Seth about specific trainings of interests. Ms. Eberle has been utilized for multiple trainings already.

Speakers / Presenters

Open to take some requests again for speakers in December. We haven't had someone from Patient's Rights. The question was posed to members about any presentations for the month of December.

Wraparound – there may be confusion from staff about writing notes from Parent Partners – training is requested in this area.

Dr. Meyers will attempt to get a Wraparound presenter for the December QIC meeting.

Another recommendation was a presentation on documentation for the EBP's.

If you have specific questions about documentation and EBP's, email Dr. Meyers.

Paraprofessional Documentation Training – Jennifer Eberle has done a training on this topic for directly operated agency's.

Challenges Agencies are Facing

- ❖ Progress Notes for EBP's that are Medi-Cal friendly
- ❖ Clinical staff are struggling with the goals of the EBP and Medi-Cal protocol to meet the goals.

- ❖ Staff are moving further away from DMH objectives because they are trying to meet the EBP goals.
- ❖ Dr. Meyers will look into possibly having an expert to train on EBP documentation
- ❖ Suggestion for clinical staff from Dr. Meyers: Place an index card on staff computers to remind staff that notes need to be linked to the CCCP goals.
- ❖ Some agency staff reported various challenges regarding the EBP's.
 - Outcomes are taking longer to complete
 - Unclear understanding of the ramifications of the audits
 - Making sure you are faithful to the model and to Medi-Cal
 - Some developers report not knowing about how to document to meet Medi-Cal conditions for reimbursement.
- Some agencies are waiting for scoring UCLA Index – are done manually (by hand) for agencies who do not have HER's to handle this information.
- Math on the OMA is also difficult.
- Trauma-Focused CBT requires the UCLA PTSD-RI.

Audits

County Wide – 33 Operated system reviews; results are now with compliance.

Holiday Party

- Holiday Party and potluck – the group will have a January kick-off potluck.

Agency Announcements

Rosemary Children's Service – there is a need for more foster parents

Rosemary Children's Services – starting TBS program

Foothill – hiring 0-5 clinicians

Approved:

Seth Meyers, PsyD 12/20/10